GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

STARRED QUESTION NO:344
ANSWERED ON:10.08.2016
Multiple Bookings
Azad Shri Kirti (JHA)

Will the Minister of RAILWAYS be pleased to state:

(a) whether instances of mischievous elements making multiple bookings favouring people's representatives without their knowledge and impersonation have been reported and if so, the details thereof;

(b) the number of impersonation and no show cases reported in first class air-conditioned coaches during the last two years and the current year;

(c) whether connivance of railway officials have also been reported in these cases and if so, the details thereof; and

(d) the steps taken or proposed to be taken by the Railways to check this practice of multiple bookings?

Answer

MINISTER OF RAILWAYS

(SHRI SURESH PRABHAKAR PRABHU)

(a) to (d): A Statement is laid on the Table of the House.

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STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (d) OF STARRED QUESTION NO.344 BY SHRI KIRTI AZAD TO BE ANSWERED IN LOK SABHA ON 10.08.2016 REGARDING MULTIPLE BOOKINGS.

(a) & (b): Some instances of multiple booking being made in the names of Hon'ble Members of Parliament do come to notice. However, no case of impersonation has been reported. The details of persons non-turned up in the train are not maintained.

(c): No, Madam.

(d): Although improvement /rationalization of computerised Passenger Reservation System(PRS) so as to reduce the scope of its misuse is a continuous and ongoing process, the steps taken with a view to keep a check on such activities in recent past are as under:-
(i) To streamline the system of confirming of berths/seats out of Emergency Quota on the requests received from Members of Parliament/Union Ministers, a letter has been issued to them requesting to send the details of the persons authorised by them on this account indicating the name, designation and signatures of two such persons, to Ministry of Railways.
(ii) Instructions have been issued to ticket checking staff to be more vigilant and conduct proper and thorough checks of prescribed ID proofs of passengers undertaking journey in reserved coaches.
(iii) A decision has been taken to feed a few of the key details of profile of Members of Parliament in the computerised Passenger Reservation System (PRS) to validate the inputs at the time of booking of tickets in their favour.

(iv) Carrying of prescribed original Identity Proof has been made compulsory for one of the passenger while undertaking journey in any reserved class.
(v) Refund rules have been revised with a view to deter fictitious booking.
(vi) Computerised reservation system has been streamlined by making a provision for automatic preparation of reservation charts at least four hours before the scheduled departure of train and to allow booking of vacant accommodation thereafter till preparation of second reservation charts through internet as well as any computerised Passenger Reservation System (PRS) counter.
(vii) The timings of opening of booking under Tatkal scheme on the opening day of reservation have been staggered to 1000 hours & 1100 hours on the previous day of journey from train originating station for AC and non-AC classes respectively.
(viii) Authorised ticketing agents have been restricted from booking Tatkal tickets during the first thirty minutes of opening of Tatkal booking i.e. from 1000 hours to 1030 hours and from 1100 hours to 1130 hours.
(ix) Joint as well as independent checks are conducted by Commercial, Vigilance & Security Departments at Reservation Offices, which are supplemented by checks on the train to detect the cases of misuse of reserved tickets.

(x) To curb malpractices by Railway staff in connivance with authorised/ unauthorised agents, checks are conducted in booking offices, reservation offices, trains etc. Stringent action is taken against the railway staff under Disciplinary and Appeal Rules, if found

including in malpractices.
(xi) Misuse of reservation system generally occur due to gap between demand and supply of reserved accommodations. To meet the additional demand of passengers, especially during festivals and peak rush periods, including Deepawali, Chhat Pooja, Durga Puja, and Eid, special trains are run, carrying capacity of existing trains is augmented, keeping in view the pattern of traffic, operational feasibility and availability of resources.
(xii) Surveillance at reservation offices has also been stepped up by installing Close Circuit Television at important PRS locations to keep watch on any possible misuse of reservation system.
In addition, various measures have also been taken to facilitate passengers in getting reserved/unreserved tickets, some of which are as under:-
(i) Computerised PRS centers have been provided at around 3604 locations.
(ii) The Next Generation e-Ticketing system (NGeT) has been designed and implemented on Indian Railway Catering & Tourism Corporation (IRCTC) website www.irctc.co.in to enhance overall customer experience.

(iii) The timings for e-ticket booking have been extended and now this facility is available from 0020 hours to 2345 hours.
(iv) To minimize difficulties to passengers who do not have access to internet or are not used to internet working and online payments, more than 85,000 sub agents have been permitted to book e-tickets as IRCTC authorised e-ticket agents.
(v) To meet the requirement of those persons who are reluctant to use their bank/credit card to book the ticket and also those who do not have net banking enabled bank account or cards, IRCTC has launched another mode of payment gateway "Cash on Delivery (CoD)" on pilot basis for booking online rail tickets.
(vi) A cheaper, reliable and smoother payment option for
e-ticketing − E-wallet was introduced in 2012 as a pilot project. With several technical changes now almost round the clock booking of e-tickets is possible through the wallet whose success rate is more than 99%.
(vii) Mobile applications have also been developed in Android, IOS, Windows and Blackberry through which on an average, daily around 30,000 tickets are booked through the mobile applications.
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